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ABSTRACT

Australia's property and business services industry is its third largest industry and has been the fastest growing industry over the last 10 years. The industry is composed of a diverse range of activities, including real estate sales, legal and accountancy practices, employment placement services, labor and equipment hire, scientific and market research companies, computing consulting services, and technical services in engineering, surveying, architecture, and pest control. Employment is relatively more concentrated in Victoria, New South Wales, and Western Australia. The industry is notable for having almost one-third of its work force in the professional group and a further 13.6 percent in the associate professional group. Below-average level of earnings for nonmanagerial earnings was fully explained by females in the industry earning well below their male counterparts. The same inequality was evident in full-time managerial earnings. Satisfaction with the relevance of their vocational education and training course was quite high for the graduates working in property and business services, contrasting with the criticism by employers of the relevance of the course content. Emplcyers have reduced their level of training provision between 1993 and 1996 by about 15 percent, much more than employers across all industries. (Appendix includes five tables.) (YLB)

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Industry training monograph

NCVER

Property and business services

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Industry training monograph

Property and business services

1998

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Preface

THE PROPERTY AND business services industry training monograph is one of a series of monographs which has been designed to provide readers with an overview of occupational trends and the current training effort in each industry in Australia.

The monograph analyses data at the major Australian and New Zealand Standard Industry Classification (ANZSIC) industry division level, given that it is at this level most data are collected and disseminated. The monograph addresses:

- recent employment trends
- recent occupational trends in key skills areas
- current training arrangements, particularly training levels and outputs

The monographs bring together for the first time a range of survey data from the Australian Bureau of Statistics (ABS), together with graduate destination, employer satisfaction with training and other training data compiled for the Australian National Training Authority (ANTA) by the National Centre for Vocational Education Research (NCVER).

I would like to thank Tom Dumbrell for preparing these monographs and I would also like to acknowledge John Ray's contribution to the analysis of employment and occupation data.

NCVER acknowledges ANTA's significant contribution to the cost of this monograph in sponsoring its publication.

I hope that the material in this publication will be of interest to Australia's vocational, education and training (VET) sector. In particular the document is designed for industry decision-makers, policy-makers, teachers and trainers, researchers and students with an interest in VET.

Readers who are interested in more information about training markets or other areas of VET research are referred to the NCVER's research database, VOCED. Printed and diskette versions of VOCED can be obtained from NCVER (ph +61 8 8333 8400) or it can be accessed directly on the world wide web at the following address:

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Chris Robinson, National Centre for Vocational Education and Research Ltd

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The property and business services industry in Australia

Overview

THE PROPERTY AND business services industry is the third largest industry division in Australia and has been the fastest growing industry over the last ten years. In 1987 the property and business services industry represented about 6.8% of total employment. By 1997 its share of employment had risen to 10.2%.[1] Most of the employment growth over this period has occurred in the business services part of the industry.

The industry is composed of a diverse range of activities. These include real estate sales, legal and accountancy practices, employment placement services, labour and equipment hire businesses, both scientific and market research companies, computing consultancy services and technical services in engineering, surveying, architecture and pest control.

Much of the growth in the industry appears to have resulted from the growing practice of outsourcing some functions that were once performed within businesses by their own employees. The growth of this practice is highlighted by the strong growth in the number of tradespersons employed in this industry over the last decade, up by nearly 138% over the period.

The industry is relatively concentrated in Victoria, Western Australia and New South Wales. It has a relatively high proportion of workers born overseas, a relatively low proportion of part-time employment, and employs about the same proportion of women, 44.2%, as are found in the workforce as a whole, 43.4%. After construction and agriculture, it has the greatest number of persons working on their own account.

The industry has almost double the proportion of professionals as are found across the whole Australian workforce and it has a generally highly qualified workforce, with only 40% lacking formal post-school qualifications.

The 60% of the industry's workforce with a post-school qualification are almost evenly divided between those with a university degree or higher and those with a diploma or some other vocational education and training (VET) qualification. The

[1] Australian Bureau of Statistics (ABS), *Labour force, Australia*, cat.6203.0, November 1997

industry is a major employment destination for VET graduates. In the technical and further education (TAFE) graduate destination survey for 1997 (GDS), compiled by the National Centre for Vocational Education Research (NCVER), it was the fourth largest employment destination for the surveyed TAFE graduates, providing more jobs for them than either construction, or accommodation, cafés and restaurants.

The Australian National Training Authority (ANTA) data on the allocation of government funding for VET do not identify a specific training area that coincides with this industry. It is, therefore, difficult to determine whether the current level of government funding is in line with the importance of this industry as a source of jobs for TAFE graduates.

Employers in the industry appear to be reasonably satisfied with the provision of VET in Australia. However, they indicated in the survey on employer satisfaction with VET for 1997 (ESS), also compiled by NCVER, that they would like to see an improvement in two areas, the work ethic of VET graduates and the relevance of course content.

Graduates surveyed in the 1997 TAFE GDS indicated also a reasonably high level of satisfaction with their course of study. About 51% gave their course a 'highly relevant' rating, compared with 49% of all graduates in the survey. There was a marked disparity in the incomes of the male and female TAFE graduates responding to the GDS, with females working full time earning only about 80% of full-time male TAFE graduates.

Table 12:1: Employment ('000s) in property and business services by sub-division, by gender and type of employment, Australia, November 1997

Industry sub-division	Males	Females	Full-time	Part-time	Total
Property services	*60.4*	*49.0*	*87.6*	*21.9*	*109.4*
Property operators and developers	14.8	9.9	17.0	7.6	24.7
Real estate agents	28.8	32.7	51.3	10.2	61.6
Non-financial asset investors	0.8*	0.6*	0.8*	0.6*	1.4*
Machinery and equipment hiring and leasing	16.0	5.8	18.4	3.4*	21.8
Business services	*426.9*	*336.7*	*581.3*	*182.3*	*763.6*
Scientific research	17.6	8.8	23.0	3.4*	26.4
Technical services	89.8	31.6	103.5	17.9	121.4
Computer services	52.7	20.8	65.0	8.5	73.5
Legal and accounting services	62.3	89.9	126.9	25.3	152.2
Marketing and business management services	87.8	70.2	121.0	37.0	158.0
Other business services	116.6	115.5	141.9	90.2	232.0
Total	**487.3**	**385.7**	**668.9**	**204.2**	**873.1**

Note: *Subject to sampling variability too high for most practical uses

Source: Australian Bureau of Statistics (ABS), *Labour force, Australia*, cat.6203.0, November 1997

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Employer support for training is close to the all-industry average. However, over the period between the two surveys of training expenditure, 1993 and 1996, expenditure fell by about 15%, compared with the reduction of about 3% across all industries.

Employment is expected to continue to grow strongly in this sector over the next few years.

Just over half (56%) of all employees in the industry are male and over three-quarters (77%) of employees work full time. The most dominant sectors in the property and business services industry, in terms of employment, are other business services (232 000), followed by legal and accounting services (152 200) and technical services (121 400).

An industry snapshot

The property and business services industry is the third largest industry division in Australia, employing 873 100 persons at November 1997. Over the period from 1987 to 1996, the industry grew far more rapidly than any other industry in Australia, growing by 53.6% compared with overall growth in total employment over the period of 16.9%.

The industry covers a wide range of often unrelated activities coming under the following broad headings:

- property services
- real estate agents
- machinery and equipment hiring
- scientific research
- technical services (mainly engineering, architectural and surveying)
- computer services (including maintenance and consultancy)
- legal and accounting services
- marketing and business management services
- a range of other activities including employment placement services, contract staff services (labour hire), security services other than police, pest control, cleaning and contract packing services

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Given this diversity, it is difficult to identify common economic characteristics other than the relationship many of those working in these areas have with property sales and maintenance. The increasing complexity of business law and taxation has undoubtedly stimulated some of the growth in the legal and accounting services areas, while changing industrial relations laws have made labour hire an attractive proposition for some employers.

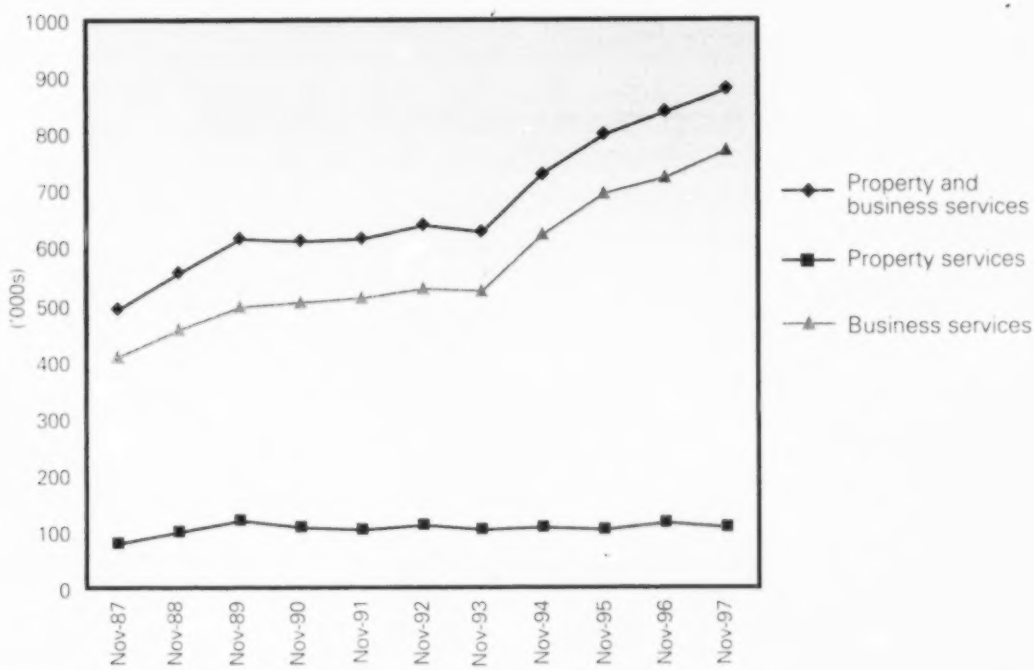
Technological change and the rapidity of change in computing software have influenced the shift to self-employment among computing professionals, who make up one of the major new areas of growth in the outsourcing of many corporate functions. In other areas, some businesses are recognising that applied research, both scientific

and market related, not only can provide a competitive advantage but in many areas are becoming essential to product development and the creation of export markets.

Despite the cyclical nature of the property market in Australia, employment in the industry has grown exceptionally strongly over more than a decade, especially in the period from early 1994 onwards, as is shown in chart 12.1. Virtually all of this growth has occurred in the business services sub-division of the industry. Employment in property services has remained virtually static over the last decade at least. Between November 1993 and November 1997, total employment in the industry grew by more than 40% or by more than 250 000 jobs. Over the period November 1987 to November 1997, total employment in the business services sub-division rose by over 89%. In the period from November 1987 to November 1993, the employment growth was a more modest 28%, or 137 500 jobs. By contrast, over the period November 1987 to November 1997, total employment in property services rose by only 28 300 or by around 35%.

The main impetus for this growth appears to be the increasing practice of many Australian businesses to outsource some of their functions previously undertaken in house. In November 1987 about 10.5% of persons employed in the property and business services industry were classified as 'own-account workers', while a further 6.9% were employers. By November 1997, 12.1% of workers were 'own account' while 5% were employers.

Chart 12.1: Employment trends in property and business services, Australia, November 1987 to November 1997 (ABS labour force survey)



Source: ABS, *Labour force, Australia*, cat.6203.0, 1987–1997

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While these percentages are not dramatic, they indicate that the number of own-account workers more than doubled over the period 1987–1997. By comparison, the growth across all industries in 'own-account' workers was only 23.6% over that time. Numerically the growth in own-account workers was 54 900 over the period 1987 to 1997, accounting for over 14% of the total growth in the industry. Male own-account workers in property and business services rose by nearly 93%, while females rose by over 135% over the 1987–1997 period.

The occupational categories to show the strongest growth were professionals, especially, computing professionals, accountants and lawyers, and cleaners. Occupational changes are examined in detail below.

In 1995–1996 the property and business services industry accounted for 8.1% of total Australian gross product, 10.2% of total Australian employment and accounts for 14.7% of all Australian businesses.[2] Of the 135 300 businesses classified in this industry, some of the major types are shown in the following table.

Table 12.2: Features of selected service industries within the property and business services industry, Australia, 1995–1996

Industry sector	Number of businesses	Employment (1995–1996)
Real estate agents	8 082	45 956
Legal services	9 796	67 494
Accounting services	8 389	66 792
Engineering consultants	5 514	30 736
Computing services	9 679	55 046

Source: ABS, *Labour force, Australia*, cat.6203.0, ABS sources

Employment characteristics of the industry

In November 1997 employment was distributed 55.8% to males and 44.2% to females, giving males a slightly lower share of employment in the industry than in the labour force overall, which was 56.6% at that time. Part-time employment, representing 23.4% of all jobs in the industry, is slightly less common than in the labour force as a whole, with 25.8% of all jobs being part time.

As shown below in table 12.3, most jobs in the industry are located in New South Wales and Victoria.

Table 12.3: Employment ('000s) in property and business services by State/Territory, 1995

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Males	142.1	113.3	78.2	31.6	48.3	5.8	3.9	9.6
Females	130.9	92.8	65.9	27.3	36.0	4.4	3.4*	6.1
Total	**273.0**	**206.0**	**144.1**	**58.9**	**84.3**	**10.3**	**7.2**	**15.7**

Note: *Subject to sampling variability too high for most practical uses
Some totals are not the sum of components due to rounding

Source: ABS, *Labour force, Australia*, cat.6204.0, 1995

[2] ABS, *Australian national accounts: National income, expenditure and product*, cat.5204.0

Employment in the industry is relatively more concentrated in Victoria, New South Wales and Western Australia, as is shown in table 12.4 below, while South Australia and Tasmania appear to have a below-average proportion of jobs in this industry.

Table 12.4: Share of employment in property and business services by State, by share of total jobs, 1995

State	Property and business services %	% employed in all industries
NSW	34.1	33.5
Vic	25.8	24.7
Qld	18.0	18.3
SA	7.4	8.0
WA	10.5	10.1
Tas	1.3	2.4
NT	0.9	1.0
ACT	2.0	2.0
Total	**100.0**	**100.0**

Source: ABS, *Labour force, Australia*, cat.6204.0, 1995

Table 12.5 below shows the age distribution of workers in the industry. The age distribution of the industry closely matches the overall labour force, except that there is a smaller proportion of teenagers employed in the industry than in the whole workforce.

The property and business services industry has a relatively high proportion of persons born overseas in its workforce. In November 1997 almost 27% of its workforce was overseas born, compared with just over 24% for the whole workforce.

Table 12.5: Age distribution of property and business services workers and all employed, Australia, November 1997

	Age group						Total
	15–19	20–24	25–34	35–44	45–54	55+	
Property and business services ('000s)	27.1	98.5	238.9	232.5	190.7	85.4	873.1
Property and business services %	3.1	11.3	27.4	26.6	21.8	9.8	100.0
All industry %	6.9	11.5	25.2	25.6	21.1	9.8	100.0

Source: ABS, *Labour force, Australia*, cat.6203.0, November 1997

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- Property and business services has been the fastest growing industry in Australia over the last decade.
- It is the third largest industry of employment in Australia and the fourth largest employment destination for recent TAFE graduates.
- Much of the growth appears related to the practice of outsourcing, with labour hire businesses included in this industry.
- Employment growth in the industry has been largely confined to the business services part of the industry, and most of the occupational growth has been for professionals, such as lawyers, accountants and computing professionals.

Occupational composition

Table 12.6 shows the occupational composition of the property and business services industry in comparison with the total workforce. Note that the Australian Standard Classification of Occupations (ASCO) used in table 12.6 is the ASCO second edition. Analysis of occupational changes over the last decade in later sections of this monograph use the earlier ASCO first edition in order to allow comparison over a substantial time period.

The industry is most notable for having almost one-third, 32.8%, of its workforce in the professional group and a further 13.6% in the associate professional category. Including the relatively small managers and administrators group, this means that 52% of the industry's workforce are in the management/professional/associate professional groups compared with just 35.5% of the total workforce.

Table 12.6: Occupational profile property and business services industry and total workforce, Australia, November 1997

Occupation group	Property and business services %	Total workforce %
Managers and administrators	5.6	7.6
Professionals	32.8	17.4
Associate professionals	13.6	10.5
Tradespersons and related	4.4	13.2
Advanced clerical and service	11.5	4.5
Intermediate clerical/sales/service	12.6	17.1
Intermediate production/transport	2.5	9.2
Elementary clerical/sales/service	6.1	10.5
Labourers and related	11.0	10.1
Total	**100.0**	**100.0**

Source: ABS, *Labour force, Australia*, cat.6203.0, November 1997

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By contrast, only 31% of the industry's workforce is found in the trade, and advanced/intermediate clerical, sales, service and production/transport areas compared with 44% of the whole workforce. The industry also has a below-average share of jobs in the elementary clerical/sales/service and labouring categories. The implication for the VET sector appears to be that the industry is relatively less dependent upon the VET sector for its skills than its overall size would suggest. Conversely, the industry is relatively more highly dependent on the higher education sector. Nevertheless, as shown later, the industry is an important employment destination for TAFE graduates.

Table 12.7 shows that the industry has a highly qualified workforce, matching the occupational profile shown above, with 41.4% of its workforce holding an associate diploma, diploma, degree or a higher degree. Only 26.2% of the whole workforce is similarly qualified.

The industry also has a low proportion of workers without any post-school qualification. With 40.2% of its workforce lacking a post-school qualification, it is the third most qualified industry, behind only education, and health and community services.

Table 12.7: Qualifications of property and business services industry workers, percentage distribution, Australia, May 1997

	Bachelor's degree or higher	Diploma/ associate diploma	Skilled vocational	Basic vocational	Without post-school qualification
Property and business services	29.5	11.9	7.0	10.6	40.2
Total industry	**17.2**	**9.0**	**12.6**	**9.4**	**49.4**

Source: ABS, *Transition from education to work*, cat.6227.0, May 1997

Occupational trends and skills shortages

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As noted earlier, this analysis of changes in the occupational composition of the industry uses the first edition ASCO to allow for a long perspective. Hence the comparison is made for the decade between 1987 and 1996. After 1996, occupational data are based on the newer second edition ASCO classification.

Numerically, growth in employment over the period was strongest in the professional, clerical and labouring occupational groups, while in percentage terms tradespersons, professionals and labourers made the greatest contribution. It is likely that much of the growth in trades employment has occurred through the growth of labour hire businesses, and is simply a shift in industry of employment rather than representing an overall increase in demand for tradespersons. Overall percentage growth in trades employment was much greater in this industry than in those areas traditionally employing tradespersons. Among trades occupations, the greatest growth in the industry has occurred in the building trades area.

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Table 12.8: Employment changes in property and business services, major occupational groups, Australia, 1987–1996

Occupational group	Number in 1987 '000s	Number in 1996 '000s	% change over decade
Managers and administrators	29.1	49.1	68.7
Professionals	138.8	255.2	83.9
Para-professionals	52.4	37.6	–28.2
Tradespersons	16.2	38.5	137.7
Clerks	147.0	204.0	38.8
Sales and personal service	45.4	66.8	47.1
Plant operators, drivers	13.4	14.2	6.0
Labourers	75.7	130.2	72.0
Total	**518.1**	**795.7**	**53.6**

Source: ABS, *Labour force, Australia*, cat.6203.0, various

Growth of professionals in the industry has largely occurred in the business professional category. Table 12.9 shows the numerical and percentage growth in some of the main occupations (growth of over 5000 jobs) in the industry over the period 1987 to 1996.

Table 12.9: Major occupational growth in the property and business services industry, Australia, 1987–1996

Occupation	('000s) Growth 1987–1996	% growth 1987–1996
Managing supervisors	5 300	133
Civil engineers	6 200	94
Lawyers	10 000	41
Accountants	17 800	55
Personnel specialists	10 400	315
Computing professionals	32 300	234
Other business professionals	10 500	198
Designers and illustrators	6 900	92
Office equipment and computer servicers	7 100	1 420
Office secretaries and stenographers	15 100	32
Data processing operators	6 100	53
Accounting clerks	27 200	90
Receptionists and information clerks	9 500	65
Real estate sales/management	6 700	23
Cleaners	36 300	79

Source: ABS, *Labour force, Australia*, cat.6203.0, 1987–1996

Other than the professional categories of lawyers, accountants and civil engineers, all of the remaining occupations in table 12.9 are addressed by the VET sector. Further labour market analysis is required, however, to determine whether the growth in employment in these occupations in property and business services has resulted from a redistribution of employment or from new demand and, hence, whether increases in

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skills outputs in these areas are warranted by the apparently very high growth rates being achieved in these occupations.

In the 1997 ESS, 76% of employers in the industry said the current supply of VET graduates was adequate, while a relatively low 22% said that it was inadequate. Of employers surveyed across all industries, 27.5% believed that there were shortages in at least some VET areas.

Of those employers in the property and business services industry who believed there were some shortages of VET graduates, most nominated either the sales/personal service area (28.7%), or the tradesperson category (27.5%). A further 20.3% identified the clerical area as an area of shortage. It is likely that shortages also exist in some areas of accountancy, although the Department of Employment, Education, Training and Youth Affairs (DEETYA) skilled vacancy survey (SVS) shows that demand in this occupation has declined over the last two years. The SVS also shows that demand for computing professionals has risen quite strongly over the last two years, from an indexed level of 72.7 in February 1996, to 106 in February 1998.

The national industry training advisory body (ITAB), the Finance and Administration Industry Training Advisory Body (FAITAB), which covers part of the property and business services industry, reported to ANTA in 1997 that:

> *. . . the areas of current or predicted skills shortage identified at the national level, include: accountants; business professionals; general managers; financial managers; computing personnel; personnel and industrial relations managers; and clerks-all. At various State and Territory levels, several more skills areas are identified as possible shortages.*

The national ITAB covering the property service area (which also includes a small part of the personal and other services industry), Property Services Training Australia (PSTA), advised ANTA in 1997 as follows:

> *It is suggested that the main cause of shortfalls in skilled labour within the industry relate to the introduction of new technology; poor levels of literacy and numeracy among adults and school leavers; the privatisation of services; consumer demand for new services; national bans on chemicals; and demands for more ecologically sound approaches to materials management.*
>
> *Ongoing skill shortages are occurring in the following areas: valuers; real estate (agents, salespersons and property managers); cleaners; security services (guards, access security, security analysts); and pest control managers.*
>
> *Other projected skilled labor shortages are identified as: cartographers and surveyors; architects (and associates); building services associates; land economists; waste auditors and waste treatment technicians; and generic management, supervision, human resource managers and workplace trainers and assessors.*

Hours of work and earnings

The property and business services industry has close to the all-industry average of its employment split between males and females, with 55.8% of its workforce male, compared with the total workforce's 56.6%. The industry has a relatively low proportion of part-time jobs, 18%, compared with the whole labour market where 25.8% of all jobs are part time.

Overall average weekly hours worked in the industry in November 1997 were 36.7, a little higher than the all-industry average of 35.6. Long working hours appear to be a feature of the industry. In November 1997 nearly 23% of the workers in the industry, compared with about 20% of all workers, worked 49 hours or more. Males worked longer hours than females. More than 32.6% of males in the industry worked 49 hours or more compared with 28.6% of all employed males. Only around 10% of females in the industry worked 49 or more hours a week. This disparity in over-full-time working hours appears to be emerging as a new source of workplace discrimination between males and females in several industries.

As with other industries, such as finance and insurance, this trend might reflect a higher concentration of males in demanding senior management positions. However, it also emerges as an important social issue in these and other industries.

Since 1984 the average hours worked in the industry have risen slightly by 0.9 hours, largely through an increase in average hours worked by women, up from 29 hours to 31 hours.

Table 12.10 shows the distribution of employment between full-time and part-time workers by sex.

Managerial-level earnings in the property and business services industry are moderately above average. In 1996 managers in the industry earned, on average, $940 weekly compared with the all-industry figure of $917.50. Non-managerial adult weekly earnings were a little lower than the all-industry average at $676.60, against the all-industry level of $683.

Table 12.10: Property and business services industry employment, by sex and hours worked, Australia, November 1997

	Full-time ('000s)		Part-time ('000s)		Total ('000s)	
	No.	%	No.	%	No.	%
Males	423.9	63.4	63.4	31.1	487.3	55.8
Females	245.0	36.6	140.7	68.9	385.7	44.2
Total	**668.9**	**100.0**	**204.1**	**100.0**	**873.1**	**100.0**

Note: Not all components sum to totals due to rounding

Source: ABS, *Labour force, Australia*, cat.6203.0, 1997

This below-average level of earnings for non-managerial earnings was fully explained by females in the industry earning well below their male counterparts. Adult female full-time non-managerial weekly earnings were, at $595.80, about $10 below the all-industry average for women, while the figure was about $150 lower than the equivalent figure for males. Male non-managerial workers in property and business services actually averaged $746.80 weekly, about $16 dollars above the all-industry average for that group.

The same inequality was evident in full-time managerial earnings. Female managers in property and business services earned $712.60, compared with males in the industry who earned $1001.80. This meant that females earned below the all-industry average for female managers, which was $729.20, and that full-time female

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managers in the industry actually earned less than the average *non*-managerial full-time male.

Training in property and business services

Because of the great diversity of activities included within this industry, it is not possible to make any reasonable estimate of the level of VET resourcing allocated to the industry. As noted earlier, the industry appears to have a significantly greater dependence upon the higher education sector than the average industry division in Australia.

Because the overall qualifications profile of the industry is high, this wealth of university-level qualifications does not mean that the industry is conversely less dependent on the VET sector. In fact, the proportion of those with a VET qualification in the industry closely matches the overall share of the total workforce.

The industry is a major employer of a number of key occupations. It is the largest single employer of computing professionals, employing over 41% of those in the occupation and, in this regard, the 5.4% of government-funded VET resources allocated to computing is a major source of government support for the industry. More than a third of all personnel specialists are found in this industry, as are nearly 47% of all accountants. While many of these workers would have university-level qualifications, many also enter these occupations with VET credentials. The ANTA-defined training area of business and clerical receives almost 17% of total government VET resources and would therefore be another important source of support to the industry's skills formation.

Unfortunately, neither the field of study codes nor the discipline codes used in the enrolment of students under the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) allows for the specific identification of most of those students likely to be studying courses associated with this industry. However, the field of study 'business administration, economics' and the discipline group 'administration, business, economics, law' would be the main areas of relevant enrolments in VET courses.

In 1996 the 'business administration, economics' field of study accounted for over 21% of all student enrolments in VET, and the related discipline group 'administration, business, economics, law' accounted for nearly 20% of all module enrolments.[3] The discipline group 'mathematics, computing' provided 10.5% of all module annual hours in Australia in 1996.

The field of study enrolment data show that there were nearly 380 000 student enrolments in the business administration area, of which over 60% were females. In the related discipline group, females represented about 63% of module enrolments. Males predominated in the mathematics, computing discipline, making up about 53% of module enrolments.

[3] NCVER, *Australian vocational education and training statistics 1996: In detail*

Employer satisfaction with VET

In the 1997 ESS, there were 241 employers surveyed who were defined as being in the property and business services industry.

Mean satisfaction scores with VET across all industries ranged between 5.7 and 7 out of a possible 10. The property and business services industry recorded a mean satisfaction level of 6.7, which was the mean rating for all industries. Only three industries scored lower than this. Satisfaction with TAFE, as a sub-set of the VET system, was at the same level of 6.7.

Satisfaction scores between the State varied quite markedly, between a high of 7.3 in Victoria to a low of 5.9 in Queensland.

In the ESS, employers were also asked to identify the areas in which the VET sector needed to improve its service. Two areas in particular stood out in the responses from the employers in this industry, 'graduates' work ethic' and 'the relevance of course content'. Across all industries the former priority was identified as the highest priority for improvement. The employers in the property and business services industry were, however, more likely than those in any other industry to nominate it as the first priority for improvement, with 21.8% identifying the issue as the highest priority.

Importantly, the industry also had the highest proportion of employers identifying the need for improvements to course content. Of all employers in the industry, 20% identified 'relevance of course content' as the area they would most like to see improved.

Again, given the diversity of employment in the industry, it is difficult to interpret these results directly into action to change curriculum. It is also difficult to determine what steps would be appropriately taken by the VET sector to change the work ethic of VET graduates. Nevertheless, the results appear to warrant further investigation into what employers in the industry really mean by this criticism.

VET graduates in property and business services

The 1997 TAFE GDS received responses from 3994 graduates employed in the property and business services industry at the time of the survey, representing 9.3% of all employed graduates, an increase from the 8.8% finding employment in the 1995 GDS. This meant that property and business services was the fourth largest employment destination industry for TAFE graduates in 1997. In other words, this industry provided more jobs for TAFE graduates in 1997 than either construction, or accommodation, cafés and restaurants. It is, therefore, unfortunate that in contrast with those industries, the industry training area definitions do not allow the clear identification of the level of government resources allocated to this important destination industry for graduates of VET.

Satisfaction with the relevance of their course was quite high for the graduates working in property and business services, contrasting with the criticism by employers of the relevance of course content. Over 51% of the surveyed graduates working in the

industry gave a 'highly relevant' rating to their TAFE course, compared with about 49% of all graduates giving this rating. Only five of the 16 other industries received a higher rating.

Graduates were asked to rate on a 10-point scale a number of aspects of their course. The following analysis compares the proportion giving a rating of 7 or better on the 10-point scale working in property and business services with all graduates.

Despite the high overall high-relevance rating given to their TAFE course by graduates working in property and business services, it is clear from table 12.11 that there are some areas identified by graduates as warranting attention.

As with the related finance and insurance industry, graduates working in property and business services were critical of the quality and availability of equipment provided for practising their skills, giving ratings well below the all-industry average on these items. They also gave lower-than-average ratings to 'instructors' knowledge' and 'course content reflecting industry practice', the latter supporting the similar criticism from employers.

As with all graduates, however, the strongest dissatisfaction was clearly with the provision of information on jobs and careers. The rating given by graduates working in property and business services to this item shows relatively greater dissatisfaction than all graduates. This issue clearly emerges from the TAFE GDS as the highest priority for improvement. There appears to be no clearer finding from this survey than there is an urgent requirement to review the provision of career information to intending TAFE students and, probably, based on the depth of dissatisfaction among TAFE graduates, a need for such a review to encompass all students.

Table 12.11: Rating of course by graduates employed in property and business services and all graduates

Issue	Property and business services	All employed graduates
Instructors' knowledge	82.9	85.2
Course content reflects industry practice	69.3	72.2
Presentation of material	68.5	73.2
Quality of equipment	55.3	62.2
Sufficient equipment	55.2	60.0
Info on choosing course	57.0	58.6
Info on careers/jobs	36.4	41.1
Usefulness for job prospects	72.0	71.8
Qualification well regarded by employers	64.9	64.9
Balance instruction and practice	66.4	69.8
Assessment method understood	77.4	78.5
Time/venue convenience	76.4	75.3
Overall course quality	82.3	84.1

Source: NCVER, 1997 TAFE graduate destination survey, unpublished data

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Employment outcomes

As noted earlier, property and business services is a very significant employment destination for TAFE graduates, with 9.3% of all surveyed TAFE graduates finding employment in that industry in 1997. Over half, 55%, of the surveyed graduates were located in New South Wales.

The qualifications profile of the TAFE graduates fairly closely reflected the overall pattern of qualifications of all TAFE graduates. The most commonly held credential was a certificate (other), 21% of graduates, followed by a disproportionately high 18% with an associate diploma. Only 12.4% of all surveyed graduates held an associate diploma. A relatively high proportion of graduates working in property and business services, 16%, held an advanced certificate, compared with 10% of all graduates.

About 3000 graduates were employed in property and business services during the final semester of their course. Of these, about 46% received some form of financial support from their employer during their final semester, compared with around 51% of all graduates. Most of this assistance was as paid fees or paid time off work.

Of those graduates working in the industry at the time of the survey, about 60% already had a job on graduation. Nearly 10% had taken more than three months to find their job, a relatively high proportion. Nearly 74% were employed full time, a figure well above that for all graduates, of whom only 67% were working full time. For about one-third of those working full time this represented their first full-time job, about the same result as for all surveyed graduates.

Graduates were asked to identify the main reasons for undertaking their course of study and to what extent their goals had been achieved. Table 12.12 summarises the responses to these questions.

Table 12.12: TAFE graduates working in property and business services—reasons for doing course and achievement of aim

Reason and number	Fully achieved (%)	Partly achieved (%)
Get a job (1135)	73.0	14.9
Try for different career (556)	56.8	18.5
Get better job/promotion (615)	56.6	22.9
Requirement of job (333)	86.5	9.9
Get extra skills (691)	76.6	18.7
Personal interest (415)	81.7	14.0

Source: NCVER 1997 TAFE graduate destination survey, unpublished data

Clearly, getting a job was the main motivation for graduates working in property and business services, with over 28% giving this as their reason for undertaking their course. The results would imply that significant numbers working in the property and business services industry were unsuccessful in their efforts to change their career or to gain a promotion, although the majority in both these areas did achieve their aim.

Graduates working in the property and business services industry were in the middle range in terms of total weekly earnings. Males working full time earned on

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average $631, while full-time females earned $509. In only three other industries—mining, transport and storage, and personal and other services—was there a greater gap in the weekly full-time earnings of male and female TAFE graduates. This wide disparity in male and female earnings reflects the broader income pattern of the property and business services industry, in which all non-managerial full-time females earn about 80% of non-managerial full-time male workers.

For females working in the industry, the attainment of a TAFE qualification appears to make no difference in reducing the income gap in comparison with their male counterparts. Further analysis of gender differences in choice of course and occupational destination is needed to improve understanding of the reasons for this discrepancy.

Employer support for training

In 1996, the Australian Bureau of Statistics (ABS) conducted the employer training expenditure survey (cat.6353.0), a survey of structured training provided by employers in the September quarter of that year. A similar survey was undertaken three years previously.

In the 1996 survey, employers in property and business services were close to the average for all employers in terms of expenditure on structured training per employee and the percentage of total wages and salaries spent on training. Expenditure per employee, at $191.48, was just above the all-industry average of $185.49 while, as a percentage of wages and salaries, the industry's 2.48% was just below the all-industry figure of 2.54%.

In the equivalent survey undertaken in 1993 employers in property and business services spent considerably more, $225.73 per employee, on training and a higher 3.29% of their payroll. This reduction was the norm, although the 15% reduction in training expenditure per person by employers in property and business services was considerably more than the overall reduction among all employers of about 3%.

To some extent, the strong employment growth in the industry between 1993 and 1996 makes these per capita statistics appear worse than they might really be. Over the three-year period, the industry increased its overall expenditure on structured training by nearly 27%, compared with the all-industry increase of just 6.9%.

If, as has been suggested earlier, some of the industry's employment growth resulted from a shift in industry of employment of already highly skilled workers, such as tradespersons working for labour hire companies, then the lower per capita training expenditure might not necessarily represent a lower commitment to training than in 1993.

The ABS employer training practices survey (cat.6356.0) looked at employer provision of both structured and unstructured training over the 12 months prior to February 1997. It indicated that 18% of employers had increased their training expenditure over the previous year, while 22% of employers in property and business services had done so.

Over the previous year, 36% of employers in the industry said that they had provided structured training, compared with the 18.54% in the industry who said that they had provided structured training in the three months of the September quarter 1996. It is difficult to judge whether this represents an increase over the year or whether it merely indicates that training is not undertaken uniformly throughout the year. Of those employers in this survey not providing structured training, 55% indicated the reason for not doing so was because their current workforce was already adequately trained. In fact, for all employers in the industry, this was the most common reason given for either not providing training or not providing more training than they already did.

- Employers in the industry would like to see an improvement in the work ethic of VET graduates and in the relevance of course content. The desire to see improvement in these areas was stronger in property and business services than in any other industry.
- TAFE graduates working in the industry generally expressed satisfaction with their course. However, they were less happy with the availability and quality of equipment provided in colleges for them to practise their skills.
- TAFE graduates working in property and business services also gave a low satisfaction rating to the provision of information on jobs and careers.
- Employers in the industry have reduced their level of training provision between 1993 and 1996 by around 15%, much more than employers in general. To some extent, this might reflect the movement into the industry of skilled workers from other industries.

Some training issues in property and business services

- Employers in the property and business services industry have expressed dissatisfaction with both the work ethic of VET graduates working in their industry and concern over the relevance of course content. While addressing the question of changing work ethics among graduates probably requires further investigation to determine what is actually meant by this, there appears to be support from TAFE graduates for the concerns over course relevance.
- Graduates also expressed concern over the related matter of the quality and availability of equipment on which to practise during their course. Given the importance of the industry as an employer of TAFE graduates, attention to this criticism appears to be a priority.
- The property and business services industry was the fourth major employment destination for TAFE graduates in 1997. Yet, unlike many smaller industries, the

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ANTA-defined training areas do not allow the ready identification of students enrolled in courses targetted at the skill needs of the industry. The qualifications profile of the industry shows about as many workers with sub-degree post-school qualifications as those with a degree or higher qualification in the industry. While it is relatively easy to identify some of the main areas of university provision largely dedicated to the industry (law, accountancy, computer studies), it is difficult to judge whether the industry receives the level of government-funded training which its importance as an employer would warrant.

- The income of female TAFE graduates working full time in the property and business services industry was only about 80% of the equivalent male rate. The reasons for this are not evident from the available information; however, it reflects the situation for all full-time workers in the industry. This suggests that if occupational segregation is the main factor in the discrepancy, better career information needs to be provided to ensure that females enrolling in courses relevant to the industry are aware of possible employment and earnings outcomes.
- If the industry is growing, in part, through the rapid increase in outsourcing and labour hire, what special training needs might be emerging in those sectors, both for the workers and for those establishing and managing those businesses? Does the VET sector have a role to play in providing specific skills for those in some parts of the industry, who might already hold university qualifications but who might require vocationally specific skills in small business management?

The ANTA *Report on national industry vocational education and training plans* summarised material compiled by national ITABs. The following key issues in the cross industries area of cleaning skills were:

- *portability of recognition—particularly when credentials issued against a given Australian Qualification Framework (AQF) level in a 'parent' industry are differently aligned and packaged in 'user' industries; and*
- *the addition of units that are 'user-industry' specific and their alignment to different AQF levels.*

PSTA suggests that the issue of portability of cross-industry recognition, as opposed to industry-specific recognition, needs to be monitored as an ongoing issue in the training agenda.

Mutual recognition issues were of concern to the industry in which the continued uneven licensing of occupational groups, specifically at entry-level training to the industry, was substantially affected by prescribed training which was not based on competency standards.

The national finance and administration ITAB raised the following issues, some of which are relevant to the business services part of this industry:

Various issues and challenges facing the expansion of training provision by the finance and business sector can be categorised as:

- *internationalisation with the need to focus on greater co-operation between VET agencies and industry internationally*
- *professionalism in striving to develop a professional image and reputation*
- *consistency, relevance and flexibility of training*
- *credentials and outcomes are required for a consistent training framework*
- *with the contraction of the industry, regional issues have serious implications for employment in rural and remote areas*

Appendix

The following table is extracted from the ANTA resource allocations for 1997 document, available at their website. It shows the planned allocations of government-funded training between the ANTA-defined 'training areas' in terms of 'annual hours curriculum' (AHC).

Table A12.1: Key national shifts in activity between 1996 revised estimates and 1997 projected activity (AHC '000s)

Industry training area	1996 revised	1997 projected	Total increase	Total increase as % of 1996 revised	% of overall increase
Category A					
Arts, Entert, Sports and Rec	11 408	11 928	520	4.6	5.5
Automotive	8 221	8 576	355	4.3	3.7
Building and Construction	18 785	19 009	224	1.2	2.4
Comm Services, Health and Ed	20 910	22 382	1 471	7.0	15.5
Finance, Banking and Insurance	3 420	3 468	48	1.4	0.5
Food Processing	2 454	2 851	396	16.1	4.2
TCF and Furnishings	5 714	5 813	100	1.7	1.0
Communications	1 883	1 963	80	4.3	0.8
Engineering and Mining	15 654	16 607	952	6.1	10.0
Primary Industry	11 874	12 217	343	2.9	3.6
Process Manufacturing	397	479	82	20.6	0.9
Sales and Personal Service	6 527	6 752	225	3.4	2.4
Tourism and Hospitality	16 707	18 151	1 444	8.6	15.2
Transport and Storage	1 686	1 851	164	9.8	1.7
Utilities	11 898	12 145	247	2.1	2.6
Category B					
Business and Clerical	42 412	43 117	705	1.7	7.4
Computing	11 969	12 641	672	5.6	7.1
Science, Technical and Other	6 727	6 870	143	2.1	1.5
Category C					
Gen Education and Training	40 046	41 212	1 166	2.9	12.3
Unallocated	622	779	157	25.2	1.6
Total	**239 316**	**248 810**	**9 494**	**4.0**	**100.0**

Note: TCF – textiles, clothing and footwear

Source: Publications, *ANTA Resource Allocations 1997*, <www.anta.gov.au>

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Table A12.2: Employed persons by occupation in the property and business services industry, 1987 and 1996

Occupation (ASCO 4-digit)	1987 ('000s)	1996 ('000s)	Change 1987 to 1996 ('000s)	Change 1987 to 1996 Average annual %
1201 General managers	4.5	6.8	2.3	4.8
1301 Finance managers	1.6	4.3	2.7	12.0
1303 Sales and marketing managers	5.9	8.8	2.9	4.7
1399 Other specialist managers	2.2	3.8	1.6	6.4
1599 Other managing supervisors (sales and service)	3.1	5.0	1.9	5.6
1601 Managing supervisors (other business)	4.0	9.3	5.3	10.1
2107 Life scientists	4.2	5.8	1.6	3.8
2201 Architects and landscape architects	9.5	11.5	2.0	2.2
2205 Cartographers and surveyors	4.2	4.2	0.0	0.0
2209 Civil engineers	6.6	12.8	6.2	7.9
2211 Electrical and electronics engineers	2.6	6.5	3.9	11.0
2213 Mechanical engineers	3.4	3.7	0.3	1.0
2605 Lawyers	24.4	34.4	10.0	4.0
2701 Accountants	32.1	49.9	17.8	5.2
2703 Public relations officers	4.6	7.2	2.6	5.3
2705 Personnel specialists	3.3	13.7	10.4	17.7
2707 Computing professionals	13.8	46.1	32.3	14.8
2799 Other business professionals	5.3	15.8	10.5	13.3
2805 Designers and illustrators	7.5	14.4	6.9	7.7
3103 Science technical officers and technicians	5.4	5.3	–0.1	–0.2
3201 Electrical and electronic engineering assoc./ technicians	2.8	3.5	0.7	2.6
3203 Civil engineering associates and technicians	5.5	4.6	–0.9	–2.0
3207 Building architectural and surveying assoc/ technicians	6.2	7.8	1.6	2.7
3401 Registered nurses	0.9	3.6	2.7	17.2
3501 Police	17.1	0.2	–16.9	–39.9
3999 Other para-professionals (including ex-service)	4.6	2.9	–1.7	–5.1
4103 Metal fitters and machinists	3.5	6.8	3.3	7.9
4315 Office equipment and computer servicers	0.5	7.6	7.1	36.5
4405 Painters decorators and signwriters	1.1	4.9	3.8	18.6
5101 Office secretaries and stenographers	47.6	62.7	15.1	3.2
5103 Typists and typist-clerks	7.9	3.7	–4.2	–8.3
5105 Word processing operators	4.2	3.3	–0.9	–2.7
5201 Data processing machine operators	11.6	17.7	6.1	4.9
5301 Accounting clerks	30.1	57.3	27.2	7.6
5401 Library and filing clerks	2.5	5.5	3.0	9.4
5601 Receptionists and information clerks	14.7	24.2	9.5	5.9
5907 Legal and related clerks	7.0	6.5	–0.5	–0.8
5999 Other clerks	12.1	8.3	–3.8	–4.2

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Occupation (ASCO 4-digit)	1987 ('000s)	1996 ('000s)	Change 1987 to 1996 ('000s)	Change 1987 to 1996 Average annual %
6105 Real estate salespersons and property managers	29.6	36.3	6.7	2.4
6201 Sales representatives	5.9	7.7	1.8	3.1
6301 Sales assistants	1.9	6.1	4.2	14.3
6599 Other salespersons	1.6	3.7	2.1	10.1
7105 Truck drivers	4.8	3.3	–1.5	–4.2
7211 Fire fighters	3.9	0.0	–3.9	–100.0
8199 Other trades assistants and factory hands	1.2	4.0	2.8	14.8
8301 Cleaners	45.7	82.0	36.3	6.9
8911 Guards and security officers	9.5	16.7	7.2	6.7
8999 Other labourers and related workers	6.6	9.2	2.6	3.9
Other occupations	79.3	126.3	47.0	5.5
Total all occupations	**518.1**	**795.7**	**277.6**	**5.0**

Note: As estimates of less than 3500 are subject to high statistical error, they are listed against specific occupations only where there was a higher estimate in either 1987 or 1996. Where estimates of less than 3500 were recorded for both 1987 and 1996, they are included in the 'other occupations' category

Source: ABS, Labour force survey, unpublished data

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Table A12.3: Educational attainment of employed persons by industry, occupation (1-digit ASCO) and type of post-school qualification at 1996 Census

Property and business services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
ASCO code and occupation									
1 Managers and Administrators	23 500	3 965	3 562	5 505	2 287	38 819	3 623	19 464	61 906
2 Professionals	144 832	13 434	13 917	7 305	4 880	184 368	10 029	37 556	231 953
3 Associate Professionals	16 634	6 116	11 664	16 710	6 307	57 431	8 974	44 031	110 436
4 Tradespersons and Related Workers	1 241	549	1 182	14 748	826	18 546	1 837	9 666	30 049
5 Advanced Clerical and Service Workers	5 542	3 502	3 794	1 821	9 012	23 671	10 322	46 807	80 800
6 Intermediate Clerical, Sales and Service Workers	7 657	2 989	4 159	4 224	6 246	25 275	7 793	56 421	89 489
7 Intermediate Production and Transport Workers	538	212	286	2 817	789	4 642	1 217	12 652	18 511
8 Elementary Clerical, Sales and Service Workers	2 654	1 075	1 098	4 233	1 473	10 533	3 765	28 554	42 852
9 Labourers and Related Workers	2 220	1 126	1 088	6 157	1 632	12 223	6 041	57 022	75 286
0 Inadequately described	1 397	300	242	918	209	3 066	553	2 990	6 609
Not stated	278	63	61	163	52	617	446	1 241	2 304
Not applicable	–	–	–	–	–	–	–	–	–
Total	**206 493**	**33 331**	**41 053**	**64 601**	**33 713**	**379 191**	**54 600**	**316 404**	**750 195**

Source: ABS, 1996 Census of population and housing

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Table A12.4: Educational attainment of employed persons by industry, occupation (3-digit ASCO) and type of post-school qualification at 1996 Census

Property and business services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
ASCO code and occupation									
100 Managers and Administrators nfd	2 906	687	463	1 125	388	5 569	836	4 020	10 425
110 Generalist Managers nfd	3	0	4	0	0	7	3	6	16
111 General Managers and Administrators	3 657	543	462	787	276	5 725	493	2 624	8 842
119 Miscellaneous Generalist Managers	746	224	191	732	98	1 991	239	956	3 186
120 Specialist Managers nfd	546	84	74	88	47	839	59	365	1 263
121 Resource Managers	4 352	615	656	390	423	6 436	558	3 045	10 039
122 Engineering, Distribution and Process Managers	3 992	562	668	925	333	6 480	410	2 464	9 354
123 Sales and Marketing Managers	3 619	683	571	804	450	6 127	590	3 695	10 412
129 Miscellaneous Specialist Managers	3 486	512	423	570	240	5 231	387	1 840	7 458
131 Farmers and Farm Managers	193	55	50	82	31	411	50	449	910
200 Professionals nfd	3 405	147	161	125	98	3 936	147	661	4 744
210 Science, Building and Engineering Professionals nfd	28	0	3	0	0	31	0	3	34
211 Natural and Physical Science Professionals	9 254	369	393	150	174	10 340	221	789	11 350
212 Building and Engineering Professionals	23 798	2 391	2 580	1 794	304	30 867	1 312	2 512	34 691
220 Business and Information Professionals nfd	460	49	41	16	20	586	34	192	812
221 Accountants, Auditors and Corporate Treasurers	31 397	2 067	4 154	166	354	38 138	2 304	6 586	47 028
222 Sales, Marketing and Advertising Professionals	5 058	764	639	689	589	7 739	667	4 716	13 122
223 Computing Professionals	19 101	1 653	1 938	1 072	1 017	24 781	1 298	8 204	34 283
229 Miscellaneous Business and Information Profs	13 905	1 745	2 071	1 301	1 343	20 365	1 447	7 124	28 936
230 Health Professionals nfd	0	0	0	0	0	0	0	0	0
231 Medical Practitioners	452	10	4	3	3	472	27	17	516
232 Nursing Professionals	463	619	18	6	66	1 172	111	56	1 339

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Property and business services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
238 Miscellaneous Health Professionals	549	71	23	8	17	668	42	49	759
240 Education Professionals nfd	17	0	3	0	0	20	0	0	20
241 School Teachers	1 357	410	95	17	8	1 887	63	110	2 060
242 University and Vocational Education Teachers	588	96	52	39	30	805	47	166	1 018
249 Miscellaneous Education Professionals	710	90	58	41	38	937	63	290	1 290
250 Social, Arts and Miscellaneous Professionals nfd	40	3	3	3	0	49	0	3	52
251 Social Welfare Professionals	1 357	149	168	79	99	1 852	126	634	2 612
252 Miscellaneous Social Professionals	27 742	408	176	54	189	28 569	1 040	1 222	30 831
253 Artists and Related Professionals	4 629	2 205	1 152	1 527	429	9 942	942	3 898	14 782
254 Miscellaneous Professionals	520	185	187	214	102	1 208	136	325	1 669
300 Associate Professionals nfd	121	34	52	84	67	358	62	350	770
310 Science/Engineering and Related Assoc Profs nfd	192	42	284	184	84	786	61	274	1 121
311 Medical and Science Technical Officers	1 429	284	822	370	524	3 429	309	2 386	6 124
312 Building/Engineering Associate Professionals	1 943	1 124	4 814	4 242	1 026	13 149	1 226	4 902	19 277
320 Business and Administrative Assoc Profs nfd	41	11	8	11	4	75	10	59	144
321 Finance Associate Professionals	1 063	169	201	116	115	1 664	175	948	2 787
329 Miscellaneous Business/Admin Assoc Profs	9 353	3 569	4 533	9 390	3 680	30 525	6 031	27 752	64 308
330 Managing Supervisors (Sales and Service) nfd	0	3	3	3	3	12	0	11	23
331 Shop Managers	209	75	66	212	66	628	113	975	1 716
332 Hospitality and Accommodation Managers	160	120	66	511	66	923	133	751	1 807
339 Miscellaneous Mngr. Supervisors (Sales and Service)	551 1	458	434	1 105	384	3 932	518	4 112	8 562
340 Health and Welfare Assoc Professionals nfd	0	0	0	0	0	0	0	0	0
341 Enrolled Nurses	11	18	23	7	91	150	11	16	177
342 Welfare Associate Professionals	127	25	57	22	17	248	30	131	409
349 Miscellaneous Health and Welfare Associate Profs	6	10	21	9	14	60	10	15	85
390 Other Associate Professionals nfd	3	0	0	0	0	3	0	0	3
391 Police Officers	9	4	7	17	8	45	8	46	99

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Property and business services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
399 Miscellaneous Associate Professionals	414	171	273	427	160	1 445	276	1 303	3 024
400 Tradespersons and Related Workers nfd	38	12	52	364	25	491	57	256	804
410 Mechanical/Fabrication Engineering Trades nfd	0	0	3	17	0	20	0	3	23
411 Mechanical Engineering Tradespersons	113	42	155	3 719	50	4 079	242	837	5 158
412 Fabrication Engineering Tradespersons	17	8	29	1 486	32	1 572	131	569	2 272
421 Automotive Tradespersons	20	5	28	1 431	20	1 504	121	540	2 165
431 Electrical and Electronics Trades	628	238	592	2 893	330	4 681	520	2 191	7 392
440 Construction Tradespersons nfd	0	0	0	4	0	4	0	13	17
441 Structural Construction Trades	15	17	27	896	24	979	99	670	1 748
442 Final Finishes Construction Trades	59	59	50	1 915	83	2 166	230	1 356	3 752
443 Plumbers	7	6	8	375	9	405	23	171	599
451 Food Tradespersons	7	12	10	151	16	196	46	395	637
460 Skilled Agricultural/Horticultural Workers nfd	0	0	0	0	0	0	0	0	0
461 Skilled Agricultural Workers	5	3	7	22	12	49	16	117	182
462 Horticultural Tradespersons	90	42	83	292	85	592	99	1 055	1 746
490 Other Tradespersons and Related Workers nfd	0	0	0	3	0	3	3	10	16
491 Printing Tradespersons	51	27	34	601	53	766	85	547	1 398
492 Wood Tradespersons	8	0	3	92	0	103	14	97	214
493 Hairdressers	4	0	3	56	3	66	5	14	85
494 Textile, Clothing and Related Trades	26	26	22	50	26	150	35	146	331
498 Miscellaneous Tradespersons and Related Wkrs	150	50	81	382	55	718	113	680	1 511
500 Advanced Clerical and Service Workers nfd	9	3	6	0	3	21	3	11	35
511 Secretaries and Personal Assistants	2 886	2 601	2 530	1 009	7 505	16 531	8 259	32 387	57 177
590 Other Advanced Clerical and Service Wkrs nfd	0	0	3	0	3	6	0	3	9
591 Advanced Numerical Clerks	1 280	622	845	336	791	3 874	1 208	8 872	13 954
599 Miscellaneous Advanced Clerical and Service Wkrs	1 367	278	412	474	713	3 244	853	5 534	9 631

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Property and business services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
600 Intermediate Clerical, Sales and Service Wkrs nfd	19	4	11	12	17	63	18	95	176
610 Intermediate Clerical Workers nfd	56	11	26	11	39	143	24	271	438
611 General Clerks	1 921	759	886	688	1 407	5 661	1 816	1 49 7	22 404
612 Keyboard Operators	883	383	465	261	1 138	3 130	1 285	7 968	12 383
613 Receptionists	555	438	666	344	1 368	3 371	1 516	9 834	14 721
614 Intermediate Numerical Clerks	1 113	324	877	320	646	3 280	812	8 247	12 339
615 Material Record and Despatch Clerks	352	101	198	318	194	1 163	257	2 446	3 866
619 Miscellaneous Intermediate Clerical Workers	1 054	260	373	439	414	2 540	459	4 344	7 343
621 Intermediate Sales and Related Workers	1 184	410	374	1 071	375	3 414	581	4 595	8 590
630 Intermediate Service Workers nfd	3	3	0	4	0	10	6	20	36
631 Carers and Aides	194	121	105	147	114	681	193	1 191	2 065
632 Hospitality Workers	104	55	66	86	71	382	122	995	1 499
639 Miscellaneous Intermediate Service Workers	220	122	112	523	461	1 438	704	1 488	3 630
700 Intermediate Production and Transport Wkrs nfd	10	5	5	121	38	179	41	342	562
710 Intermediate Plant Operators nfd	3	3	0	78	3	87	29	292	408
711 Mobile Plant Operators	18	17	28	409	79	551	157	2 234	2 942
712 Intermediate Stationary Plant Operators	31	17	28	428	209	713	167	1 372	2 252
720 Intermediate Machine Operators nfd	61	26	31	228	32	378	158	1 241	1 777
721 Intermediate Textile/Clothing/Related Mach Ops	13	8	11	26	9	67	16	272	355
729 Miscellaneous Intermediate Machine Operators	45	15	31	121	29	241	62	465	768
731 Road and Rail Transport Drivers	65	59	38	747	107	1 016	267	3 480	4 763
790 Other Intermediate Prod'n and T'port Wkrs nfd	0	0	0	0	0	0	0	0	0
791 Intermediate Mining and Construction Workers	25	6	11	244	162	448	79	553	1 080
799 Misc Intermediate Prod'n and Transport Wkrs	267	58	102	414	121	962	241	2 401	3 604
800 Elementary Clerical, Sales and Service Wkrs nfd	5	0	3	4	6	18	7	64	89
811 Elementary Clerks	836	226	260	278	324	1 924	454	4 741	7 119

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Property and business services	Bachelor degree or higher	Undergraduate diploma	Associate diploma	Skilled vocational qualification	Basic vocational qualification	With qualifications	Inadequately described or not stated	Not applicable (no quals.)	Total
820 Elementary Sales Workers nfd	4	0	3	0	0	7	3	21	31
821 Sales Assistants	705	240	245	574	254	2 018	545	3 807	6 370
829 Miscellaneous Elementary Sales Workers	511	245	189	443	310	1 698	551	5 013	7 262
831 Elementary Service Workers	592	364	400	2 934	578	4 868	2 205	14 908	21 981
900 Labourers and Related Workers nfd	61	24	30	227	47	389	150	1 752	2 291
911 Cleaners	1 753	945	811	4 494	1 261	9 264	5 140	46 903	61 307
920 Factory Labourers nfd	0	0	0	3	0	3	3	35	41
921 Process Workers	76	34	35	261	67	473	155	1 738	2 366
922 Product Packagers	66	17	25	68	41	217	126	1 386	1 729
990 Other Labourers and Related Workers nfd	0	3	0	3	0	6	0	21	27
991 Mining, Construction and Related Labourers	105	33	93	416	84	731	171	2 169	3 071
992 Agricultural and Horticultural Labourers	30	11	22	90	34	187	56	761	1 004
993 Elementary Food Preparation and Related Wkrs	45	20	14	50	30	159	80	786	1 025
999 Miscellaneous Labourers and Related Workers	85	39	57	546	68	795	161	1 471	2 427
099 Inadequately described	1 397	300	242	918	209	3 066	553	2 990	6 609
Not stated	278	63	61	163	52	617	446	1 241	2 304
Not applicable	–	–	–	–	–	–	–	–	–
Total	**206 487**	**33 333**	**41 062**	**64 597**	**33 711**	**379 190**	**54 603**	**316 406**	**750 199**

Note: nfd – not further defined

Source: ABS, 1996 Census of population and housing

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Table A12.5: Employment in property and business services, November 1987 to November 1997

	Nov.1987	Nov.1988	Nov.1989	Nov.1990	Nov.1991	Nov.1992	Nov.1993	Nov.1994	Nov.1995	Nov.1996	Nov.1997
Property and business services	484.8	549.7	608.6	605.5	611.0	632.2	622.3	726.2	792.4	834.3	873.1
Property services	81.1	101.2	119.5	108.5	104.1	110.6	102.5	108.5	104.1	116.1	109.4
Business services	403.8	448.6	489.1	496.9	506.8	521.6	519.8	617.6	688.3	718.3	763.6

Source: ABS, *Labour force, Australia*, 1987–1997

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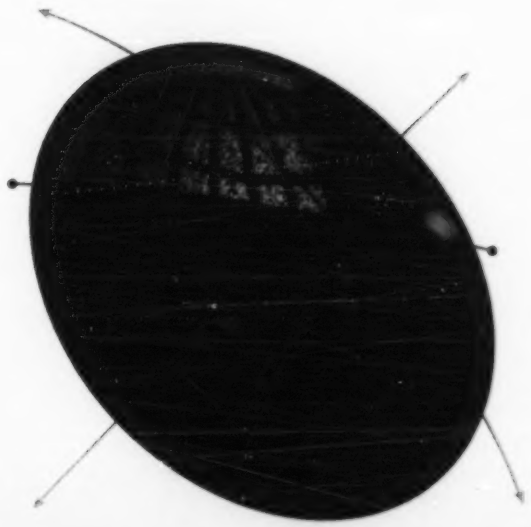

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